



Terms and Conditions

Olga's Guest House Policies

- Check-in: from 10:30am
- Check-out: 10:00am
- **NO SMOKING POLICY:** Olga's Guest House operates a No Smoking policy within the Restaurant and the rooms, while it is allow in the garden. The No Smoking policy refers to the Local Government (Prohibition of Smoking in Public Places) Regulations, 2008 (Statutory Instrument No 39 of 2008).
- **QUIET POLICY:** We encourage a quiet policy from 22pm to 7am for the comfort & security of all the guests. We ask you to keep the volume of your devices down to don't causes discomfort to other guests.
- **DAMAGES POLICY:** The guest is responsible for damages caused by the deliberate, negligent or reckless behaviour to the Guest House property or structure.
- **OVERNIGHT VISITORS POLICY:** Overnight visitor is not allow unless the visitor does a regular check-in.

Reservation and Deposit : 1) For online booking is necessary to provides: personal details and the payment's modality (credit card, mobile, paypal, bank transfer and Xpay). 2) We require a 50% deposit of the total accommodation to secure a reservation. 3) The deposit is payable within 24 hours of making the reservation, after which the room allocated to the booking is released for re-sale.

Balance: The outstanding balance is payable on arrival and any additional expenses on departure. Payments in cash on departure accepted.

Confirmation: 1) Your booking is deemed as confirmed when you have received your confirmation email with the reference number. 2) When confirmed, your reservation is absolutely secure. All personal data is encrypted and will be processed in a secure way. 3) When confirming, your card details will be taken and kept until check-out for security damages reasons and will not be charged except for cancellation as below.

Cancellation Policy:

Before 8 days from the booking:

- Olga's returns the deposit (50% of the total amount);
- 7 days or less from the booking: Olga's keeps the 50% (deposit);
- **NO SHOWS:** Olga's keeps the 50% (deposit);
- No Cancellation will be accepted after check in;

If you wish to cancel your reservation, please send us an e-mail as soon as possible. If you do not receive a cancellation notice from us, your reservation has NOT been cancelled. If you do not receive a cancellation notice, please contact us again.

Changes: Changes to original bookings are subject to availability but will incur no administration fee.

Children and extra beds: 1) All children under 5 years old stay free of charge when using existing bedding. However there is limited capacity for extra beds/cots in the room. Please confirm with our reservations staff before booking; 2) From 5 years old to 14, the charge is of 10\$ per night; 3) From 15 years old to above, the charge is 20\$ for extra bed.

Pets : Pets are not allowed on the premises.

Payments Modalities: 1) Online: Visa, MasterCard, American Express, PayPal, Mobile money; 2) In loco: Visa and MasterCard; 2) Cash: accepted foreign currencies (dollars, euro, pounds and rand) or kwacha following the daily rate exchange.

Insurance: It is the guest responsibility to take out appropriate personal travel insurance.

Privacy: Olga's Guest House takes the privacy of your personal data very seriously. Your personal information will only be used to process your booking.

You are deemed to have accepted these terms and conditions by reserving a room.



ROOM RATES	Jan-Mar/Sep- Dec		Mar-Aug/ Dec-Jan	
	LOW SEASON		HIGH SEASON	
	TOURIST	RESIDENT CITIZEN NGO CLERGY	ALL	NGO CLERGY
SINGLE	35\$	30\$	45\$	40\$
DOUBLE	60\$	55\$	70\$	65\$
TRIPLE	80\$	75\$	90\$	85\$
0-4 yrs its free Extra Child 5-14 yrs 10 Dollars Extra Adult 15 yrs -Above 20 Dollars				